California Public Utilities Commission Service Quality Standards Reporting General Order No. 133-D

Company Name:	Sierra Telephone	U#: <u>1016-C</u>	Report Year:	2020
Reporting Unit Type:		Reporting Unit Name:	Total Company	

☑ Total ☐ Exchang☐ Wire

	Measurement (Com	npile monthly, file quarterly)		Date filed (05/15/20) 1st Quarter			Date filed (08/15/20) 2nd Quarter			Date filed (11/15/20) 3rd Quarter			Date filed (02/15/21) 4th Quarter	r
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Incta	llation Interval	Total # of business days	49.28	190.30	295.20	594.93	220.46	273.65	349.27	473.02	569.41			
	standard = 5 bus. days	Total # of service orders	58	111	129	146	85	90	105	97	174			
IVIII I.	staridard = 5 bus. days	Avg. # of business days	0.85	1.71	2.29	4.07	2.59	3.04	3.33	4.88	3.27			
1	H-41 O111	Total # of installation commitments	133	167	164	206	132	145	153	183	216			
	Ilation Commitment standard = 95% commitment	Total # of installation commitment met	133	167	164	206	132	145	153	183	216			
met	standard = 95% commitment	Total # of installation commitment missed												
met		% of commitment met	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!
Cust	omers	Acct # for voice or bundle, res+bus	15160	15098	15079	15076	15107	15146	15178	15171	15190			
Cust	omer Trouble Report													
	60/ /6 per 100 working lines	Total # of working lines	15236	15243	15218	15267	15302	15314	15321	15352	15346			
	6% (6 per 100 working lines	Total # of trouble reports	70	60	76	64	66	73	76	81	61			
ard	for units w/ ≥ 3,000 lines)	% of trouble reports	0.46	0.39	0.50	0.42	0.43	0.48	0.50	0.53	0.40	#DIV/0!	#DIV/0!	#DIV/0!
Min. Standard	8% (8 per 100 working lines	Total # of working lines												
	` '	Total # of trouble reports												
	for units w/ 1,001 - 2,999 lines)	% of trouble reports												
	10% (10 per 100 working lines	Total # of working lines												
_	for units w/ ≤ 1,000 lines) 1/9	Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	18	19	16	20	20	20	22	17	11			
Adju		Total # of repair tickets restored in ≤ 24hrs	18	19	16	20	20	20	22	17	11			
•	of Service Report	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00			
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	147:21	106:26	81:19	107:20	100:12	127:24	162:57	81:50	69:47			
IVIII I.	Standard = 90% Within 24 ms	Avg. outage duration (hh:mm)	8:11	5:36	5:40	5:22	5:00	6:22	7:24	4:48	6:20			
		Indicate if catastrophic event is in month												
		Total # of unadjusted outage report tickets	44	39	45	39	40	44	40	43	38			
	ljusted	Total # of all repair tickets restored in ≤ 24hrs	40	32	39	34	33	43	33	35	34			
Out o	of Service Report	% of repair tickets restored ≤ 24 Hours	90.91	82.05	86.67	87.18	82.50	97.73	82.50	81.40	89.47			
		Sum of the duration of all outages (hh:mm)	1080:42	726:38	540:27	558:60	396:25	332:44	704:40	525:25	423:13			
		Avg. unadjusted outage duration (hh:mm)	24:33	18:37	12:00	14:18	9:54	7:33	17:37	12:13	11:8			
Refu	nds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
······		Monthly amount of refunds	0	0	0	0	0	0	0	0	0			<u> </u>
Anew	er Time (Trouble Reports "TR", Billing &													
	illing) Min. standard = 80% of calls ≤ 60	Total # of calls for TR, Billing & Non-Billing	5171	3445	5464	5573	4087	4581	5046	6138	7703			<u> </u>
	ds to reach live agent (w/ a menu option	Total # of call seconds to reach live agent	5026	3376	5309	5445	3976	4455	5022	6108	7573		ļ	<u> </u>
to read	each live agent)	% ≤ 60 seconds	97.20%	98.00%	97.16%	97.70%	97.28%	97.25%	99.52%	99.51%	98.31%			<u> </u>
	, , , , , , , , , , , , , , , , , , ,													

☐ Total ☐ Exchang ☑ Wire

California Public Utilities Commission Service Quality Standards Reporting General Order No. 133-D

Company Name:	Sierra Telephone	U#: 1016-C	Report Year:	2020
Reporting Unit Type:		Reporting Unit Name:	OKHRCAXA (Host)	

	Measurement (Comp	oile monthly, file quarterly)		Date filed (05/15/20) 1st Quarter			Date filed (08/15/20)			Date filed (11/15/20) 3rd Quarter		Date filed (02/15/21) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	26.12	90.83	117.96	194.27	111.21	92.50	185.37	252.19	215.1	OCI	1407	Dec
	allation Interval	Total # of service orders	35	54	56	81	44	41	51	53	66			†
Min.	standard = 5 bus. days	Avg. # of business days	0.75	1.68	2.11	2.40	2.53	2.26	3.63	4.76	3.26			
		Total # of installation commitments	68	76	76	106	60	70	73	95	96			
	allation Commitment	Total # of installation commitment met	68	76	76	106	60	70	73	95	96			
Min.	standard = 95% commitment	Total # of installation commitment missed	00	0	0	100	00	70	0	0	0			
met		% of commitment met	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!
Cust		Acct # for voice or bundle, res+bus	7638	7603	7586	7586	7601	7618	7626	7628	7645	#DIV/0:	#DIV/0:	#DIV/0:
-	tomer Trouble Report	Acct # 101 voice of bulldle, les+bus	7030	7003	7300	7300	7001	7010	7020	7020	7040			+
Cus		Total # of working lines	7604	7602	7588	7616	7631	7637	7647	7669	7661			
	6% (6 per 100 working lines	Total # of trouble reports	24	30	37	31	33	39	29	33	31			
5	for units w/ ≥ 3,000 lines)	% of trouble reports	0.32	0.39	0.49	0.41	0.43	0.51	0.38	0.43	0.40	#DIV/0!	#DIV/0!	#DIV/0!
gal	β	Total # of working lines	0.32	0.59	0.49	0.41	0.43	0.51	0.36	0.43	0.40	#DIV/0:	#DIV/0:	#DIV/0:
an	8% (8 per 100 working lines	Total # of trouble reports												
		% of trouble reports												†
Min.		Total # of working lines												†
≥	10% (10 per 100 working lines)	Total # of trouble reports												
		% of trouble reports												1
		Total # of outage report tickets	5	11	5	9	10	10	6	7	8			1
		Total # of repair tickets restored in < 24hrs	5	11	5	9	10	10	6	7	8			+
Adju		% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!
	of Service Report	Sum of the duration of all outages (hh:mm)	52:20	34:30	14:11	19:54	63:17	49:56	52:38	18:2	52:15	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	#B1476.	#B1070.
Min.		Avg. outage duration (hh:mm)	10:28	3:50	2:50	2:12	6:19	4:59	8:46	2:34	6:31			†
		Indicate if catastrophic event is in month	10.20	0.00	2.00	2.12	0.10	1.00	0.10	2.01	0.01			
		Total # of unadjusted outage report tickets	14	22	22	18	19	24	14	14	19			
Una	djusted	Total # of all repair tickets restored in < 24hrs	12	20	18	15	16	23	13	13	19			
		% of repair tickets restored ≤ 24 Hours	85.71	90.91	81.82	83.33	84.21	95.83	92.86	92.86	100.00	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	707:50	191:55	298:23	385:59	202:11	180:17	113:36	85:22	102:35			
		Avg. unadjusted outage duration (hh:mm)	50:33	8:43	13:33	21:26	10:38	7:30	8:6	6:5	5:23			1
D-C		Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0
Refu	inas	Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	0
	ver Time (Trouble Reports "TR", Billing	Total # of calls for TR, Billing & Non-Billing	5171	3445	5464	5573	4087	4581	5046	6138	7703			
	n-Billing) Min. standard = 80% of calls ≤ conds to reach live agent (w/ a menu	Total # of call seconds to reach live agent	5026	3376	5309	5445	3976	4455	5022	6108	7573			
	n to reach live agent)	% ≤ 60 seconds	97.20%	98.00%	97.16%	97.70%	97.28%	97.25%	99.52%	99.51%	98.31%			
	5 .													

Primary Utility Contact Information

□ Total □ Exchang ☑ Wire

California Public Utilities Commission Service Quality Standards Reporting General Order No. 133-D

Company Name:	Sierra Telephone	U#: 1016-C	Report Year:	2020
Reporting Unit Type:		Reporting Unit Name:	BSLKCAXF	

		oile monthly, file quarterly)		Date filed (05/15/20) 1st Quarter			Date filed (08/15/20) 2nd Quarter		(Date filed (11/15/20) rd Quarter			Date filed (02/15/21) 4th Quarter	
		Ī	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	lation Interval	Total # of business days	0.00	2.14	0.00	7.13	9.40	34.70	11.05	6.32	7.95			
		Total # of service orders	1	3	2	3	5	4	5	2	4			
viin. St	tandard = 5 bus. days	Avg. # of business days	0.00	0.71	0.00	2.38	1.88	8.68	2.21	3.16	1.99			
		Total # of installation commitments	4	5	2	4	7	4	7	5	5			
	lation Commitment	Total # of installation commitment met	4	5	2	4	7	4	7	5	5			
	tandard = 95% commitment	Total # of installation commitment missed												i
net		% of commitment met	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	616	610	609	610	610	615	618	620	617			
Custo	mer Trouble Report	· · · · · · · · · · · · · · · · · · ·												
	•	Total # of working lines					1							
	6% (6 per 100 working lines	Total # of trouble reports												i
Standard	for units w/ ≥ 3,000 lines)	% of trouble reports												
بق	8% (8 per 100 working lines	Total # of working lines												
tai		Total # of trouble reports												
	for units w/ 1,001 - 2,999 lines)	% of trouble reports												
Min -	10% (10 per 100 working lines	Total # of working lines	493	495	494	495	501	495	495	495	490			
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	3	1	2	1	4	1	3	4	0			
1		% of trouble reports	0.61	0.20	0.40	0.20	0.80	0.20	0.61	0.81	0	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of outage report tickets	0	1	2	1	0	0	1	1	0	0	0	(
Adjust	ted	Total # of repair tickets restored in ≤ 24hrs	0	1	2	1	0	0	1	1	0	0	0	(
-	f Service Report	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
	tandard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	0	5:46	7:60	2:56	0:00	0:00	20:59	4:5	0:00			
viii i. Si	tandard = 90 % Within 24 his	Avg. outage duration (hh:mm)	0	5:46	3:33	2:56	0:00	0:00	20:59	4:5	0:00			
		Indicate if catastrophic event is in month												
		Total # of unadjusted outage report tickets	1	1	2	1	2	1	2	3	0			
Unadj		Total # of all repair tickets restored in ≤ 24hrs	1	1	2	1	0	1	1	2	0			
Out of	f Service Report	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	0:00	100.00	50.00	66.67	100.00	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	2:70	5:46	7:60	2:56	53:12	2:39	163:13	30:48	0:00			
		Avg. unadjusted outage duration (hh:mm)	2:70	5:46	3:33	2:56	26:36	2:39	81:36	10:16	0:00			
Refun	nds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	(
		Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	(
Δnswer	r Time (Trouble Reports "TR", Billing &						1							
	ling) Min. standard = 80% of calls ≤ 60	Total # of calls for TR, Billing & Non-Billing												
	s to reach live agent (w/ a menu option	Total # of call seconds to reach live agent												
o reach	n live agent)	% ≤ 60 seconds												

Primary Utility Contact Information

□ Total □ Exchang ☑ Wire

California Public Utilities Commission Service Quality Standards Reporting General Order No. 133-D

Company Name:	Sierra Telephone	U#:	1016-C	Report Year:	2020
Reporting Unit Type:		Reporti	ng Unit Name:	MRPSCAXF	

	Measurement (Con	npile monthly, file quarterly)		Date filed (05/15/20) 1st Quarter		2	Date filed (08/15/20) 2nd Quarter			Date filed (11/15/20) 3rd Quarter			Date filed (02/15/21) 4th Quarter	r
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	16.07	62.62	91.79	90.76	58.95	74.85	84.41	91.23	139.93		1141	
	Illation Interval	Total # of service orders	10	28	39	31	19	20	25	17	41			
Mın.	standard = 5 bus. days	Avg. # of business days	1.61	2.24	2.35	2.93	3.10	3.74	3.38	5.37	3.41			
		Total # of installation commitments	34	41	46	48	34	33	36	42	49			
	Illation Commitment	Total # of installation commitment met	34	41	46	48	34	33	36	42	49			
	standard = 95% commitment	Total # of installation commitment missed	0	0	0		-							
met		% of commitment met	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!
Cust	omers	Acct # for voice or bundle, res+bus	3636	3633	3623	3641	3657	3669	3684	3688	3693			
Cust	omer Trouble Report													
	6% (6 per 100 working lines	Total # of working lines	3525	3529	3539	3557	3569	3580	3589	3595	3596			
	` '	Total # of trouble reports	26	8	20	12	13	15	23	24	15			
Standard	for units w/ ≥ 3,000 lines)	% of trouble reports	0.74	0.23	0.57	0.34	0.36	0.42	0.64	0.67	0.42	#DIV/0!	#DIV/0!	#DIV/0!
ğ	OO/ (O man 400 wantsing lines	Total # of working lines												
ţ	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
	101 units w/ 1,001 - 2,999 lines)	% of trouble reports												
Ā	10% (10 per 100 working lines	Total # of working lines												
	for units w/ ≤ 1,000 lines)	Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	7	1	6	2	6	4	9	5	1			
Adju	sted	Total # of repair tickets restored in ≤ 24hrs	7	1	6	2	6	4	9	5	1			
•	of Service Report	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	48:27	16:60	48:26	3:25	20:16	30:45	63:59	45:15	6:11			
	Staridard = 5076 Within 24 1115	Avg. outage duration (hh:mm)	6:55	16:60	8:40	1:42	3:22	7:41	7:6	9:3	6:11			
		Indicate if catastrophic event is in month												
		Total # of unadjusted outage report tickets	17	3	12	4	9	10	15	14	9			
	djusted	Total # of all repair tickets restored in ≤ 24hrs	16	3	12	3	8	10	11	10	7			
Out	of Service Report	% of repair tickets restored ≤ 24 Hours	94.12	100.00	100.00	75.00	88.89	100.00	73.33	71.43	77.78	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	150:34	36:70	66:40	40:16	49:30	92:45	304:9	292:33	185:51			<u> </u>
		Avg. unadjusted outage duration (hh:mm)	8:51	12:20	5:33	10:40	5:30	9:16	20:16	20:53	20:39			
Refu	ınds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
	iuius	Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	
Answ	er Time (Trouble Reports "TR", Billing &	Total # of calls for TD. Billing 9 Non Dilling				1	1						l	T
Non-B	Billing) Min. standard = 80% of calls ≤ 60	Total # of calls for TR, Billing & Non-Billing												
	ds to reach live agent (w/ a menu option	Total # of call seconds to reach live agent % ≤ 60 seconds												-
to read	each live agent)	70 2 00 Seconds												

Primary Utility Contact Information

☐ Total ☐ Exchang ☑ Wire

California Public Utilities Commission Service Quality Standards Reporting General Order No. 133-D

Company Name:	Sierra Telephone	U#:	1016-C	Report Year:	2020
Reporting Unit Type:		Reportin	g Unit Name:	MRPSCAXG	

	Measurement (Comp	pile monthly, file quarterly)		Date filed (05/15/20) 1st Quarter			Date filed (08/15/20) 2nd Quarter			Date filed (11/15/20) ord Quarter	_	Date filed (02/15/21) 4th Quarter		r
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Incta	Illation Interval	Total # of business days	7.04	18.77	69.57	295.34	34.57	62.32	45.13	123.28	185.28			
	standard = 5 bus. days	Total # of service orders	10	21	26	23	13	21	20	25	54			
IVIII I.	standard = 5 bus. days	Avg. # of business days	0.70	0.89	2.68	12.84	2.66	2.97	2.26	4.93	3.43			
l 4	Illation Commitment	Total # of installation commitments	22	36	31	36	25	32	31	34	56			
	standard = 95% commitment	Total # of installation commitment met	22	36	31	36	25	32	31	34	56			
	standard = 95% commitment	Total # of installation commitment missed	0	0	0									
met		% of commitment met	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!
Cust	omers	Acct # for voice or bundle, res+bus	2461	2449	2461	2442	2447	2449	2461	2458	2461			
Cust	omer Trouble Report					j	į							
	6% (6 per 100 working lines	Total # of working lines				j	į							
_	for units w/ ≥ 3,000 lines)	Total # of trouble reports				j	į							
ard	101 utilits w/ £ 3,000 littles)	% of trouble reports				j	İ							
Standard	8% (8 per 100 working lines	Total # of working lines	2574	2577	2560	2567	2572	2578	2577	2583	2595			
tal	for units w/ 1,001 - 2,999 lines)	Total # of trouble reports	12	15	11	17	12	14	15	13	12			
	lor drifts W/ 1,001 - 2,999 lifles)	% of trouble reports	0.47	0.58	0.43	0.66	0.47	0.54	0.58	0.50	0.46	#DIV/0!	#DIV/0!	#DIV/0!
Min.	10% (10 per 100 working lines	Total # of working lines												
_	for units w/ < 1 000 lines)	Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	3	1	1	7	4	6	4	2	2			
Δdiu	sted	Total # of repair tickets restored in ≤ 24hrs	3	1	1	7	4	6	4	2	2			
-	of Service Report	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	24:37	4:32	1:0	58:10	16:38	46:42	24:22	6:25	11:20			
IVIII I.	3tandard = 9070 Within 24 1113	Avg. outage duration (hh:mm)	8:12	4:32	1:0	8:17	4:90	7:47	6:5	3:12	5:40			
		Indicate if catastrophic event is in month												
		Total # of unadjusted outage report tickets	8	8	6	14	7	7	7	7	8			
	djusted	Total # of all repair tickets restored in ≤ 24hrs	7	3	5	13	7	7	6	6	7			
Out	of Service Report	% of repair tickets restored ≤ 24 Hours	87.50	37.50	83.33	92.86	100.00	100.00	85.71	85.71	87.50	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	192:46	446:51	88:33	104:12	39:14	49:29	122:44	44:58	88:10			
		Avg. unadjusted outage duration (hh:mm)	24:50	55:51	14:45	7:26	5:36	7:40	17:32	6:25	11:1			
Refu	inds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	
		Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	
Anew	er Time (Trouble Reports "TR", Billing &												ı	ı
	er Time (Trouble Reports TR , Billing & Billing) Min. standard = 80% of calls ≤ 60	Total # of calls for TR, Billing & Non-Billing												
-	ds to reach live agent (w/ a menu option	Total # of call seconds to reach live agent												
	ch live agent)	% ≤ 60 seconds												
	each live agent)													

Primary Utility Contact Information

□ Total □ Exchang ☑ Wire

California Public Utilities Commission Service Quality Standards Reporting General Order No. 133-D

Company Name:	Sierra Telephone	U#: 1016-C	Report Year:	2020
Reporting Unit Type:		Reporting Unit Name:	YMLPCAXF	

Measurement (Compile monthly, file quarterly)		Date filed (05/15/20) 1st Quarter		Date filed (08/15/20) 2nd Quarter		Date filed (11/15/20) 3rd Quarter		Date filed (02/15/21) 4th Quarter						
		Ī	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Min_standard = 5 bus_days		Total # of business days	0.05	15.94	15.88	7.43	6.33	9.28	23.31	0	21.15			
		Total # of service orders	2	5	6	8	4	4	4	0	9			
		Avg. # of business days	0.02	3.19	2.65	0.93	1.58	2.32	5.83	0:00	2.35			
Installation Commitment		Total # of installation commitments	5	9	9	12	6	6	6	7	10			
		Total # of installation commitment met	5	9	9	12	6	6	6	7	10			
	standard = 95% commitment	Total # of installation commitment missed	_				_	_						
met		% of commitment met	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!
Custo	omers	Acct # for voice or bundle, res+bus	809	803	800	797	792	795	789	777	774			
Custo	omer Trouble Report	· · · · · · · · · · · · · · · · · · ·												†
	•	Total # of working lines					İ							†
	6% (6 per 100 working lines	Total # of trouble reports												
Standard	for units w/ ≥ 3,000 lines)	% of trouble reports												
بق ا	8% (8 per 100 working lines	Total # of working lines	1040	1040	1037	1032	1029	1024	1013	1010	1004			
ta		Total # of trouble reports	5	6	6	3	4	4	6	7	3			
	for units w/ 1,001 - 2,999 lines)	% of trouble reports	0.48	0.58	0.58	0.29	0.39	0.39	0.59	0.69	0.30	#DIV/0!	#DIV/0!	#DIV/0!
Min.	10% (10 per 100 working lines	Total # of working lines												
	for units w/ ≤ 1,000 lines)	Total # of trouble reports												
	ior units w/ ≤ 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	3	5	2	1	0	0	2	2	0			
Adjus	eted	Total # of repair tickets restored in ≤ 24hrs	3	5	2	1	0	0	2	2	0			
•	f Service Report	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00			
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	21:56	45:57	10:33	23:20	0:00	0:00	:57	8:1	0:00			
IMITI. Standard = 90% Within 24 fils		Avg. outage duration (hh:mm)	7:18	9:11	5:16	23:20	0:00	0:00	:28	4:0	0:00			
		Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	4	5	3	2	3	2	2	5	2				
	Total # of all repair tickets restored in ≤ 24hrs	4	5	2	2	2	2	2	4	1				
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	66.67	100.00	66.67	100.00	100.00	80.00	50.00	#DIV/0!	#DIV/0!	#DIV/0!	
		Sum of the duration of all outages (hh:mm)	27:23	45:57	79:43	24:41	52:16	7:32	:57	71:43	46:35			
		Avg. unadjusted outage duration (hh:mm)	6:50	9:11	26:34	12:20	17:25	3:46	:28	14:20	23:17			
Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	
		Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	
Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option		T				-	-						ı	Т
		Total # of calls for TR, Billing & Non-Billing												ļ
		Total # of call seconds to reach live agent												
		% ≤ 60 seconds												

Primary Utility Contact Information